

Committee(s)	Dated:
Digital Services Sub Committee	26/09/2019
Subject: Design, build, support and hosting for new website	Public
Report of: Town Clerk (Director of Communications)	For Information
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Summary

This report is to keep Members updated on the progress of the website project.

This went out to tender in summer 2018 and the suppliers, Zengenti, were appointed in November 2018. A Project Manager was appointed in March 2019.

The Discovery and Design phases are complete. The Build phase is also underway, which includes integration with third party content such as the search function.

Main Report

Background

1. The current website was launched in 2012 and, inevitably, is showing its age and no longer reflects well on the City of London Corporation.
2. All support for SharePoint 2010 (the current website platform) will cease in October 2020 (regular support stopped in 2015). SharePoint will not be providing a platform for external sites in future, so it cannot simply be updated. Leaving our website an unsupported platform poses a major risk.
3. Our current website does not display well on mobile devices, is not task structured (i.e. lacking user focus) and the out of the box search engine cannot provide the results from across the full range of corporate information (i.e. Member, Jobs and Media sites are separate) that users would expect.

Current Position

4. The new supplier, Zengenti began the initial phases of the project during January 2019 in line with the outline project plan. They favour an Agile working practice (collaboration at every stage incorporating improvements) and have undertaken simultaneous design, build and testing.

5. A Project Manager was recruited in March 2019.
6. Both Discovery and Design phases are complete. Discovery included meetings with web editors, Chief Officers and Members. A content audit of the entire site was undertaken, identifying what content was essential for 'go live', what could be added subsequently and what was obsolete. Once the feedback from the Discovery phase had been incorporated, the Director of Communications signed off on the design, look and feel. User journeys and Information Architecture (website structure) have been tested with both internal stakeholders and members of the public.
7. The Build phase is also progressing well and template prototypes have been shared with the web team in Communications for initial functionality testing. Work on integration with third party content e.g. for the search function, is now underway.
8. The next steps will be training web editors on the new system once the templates are completed and fully tested. The creation of prioritised content, followed by editing and further testing to ensure quality standards are met, is the final stage.

Conclusion

9. The new supplier, Zengenti began work in early 2019. Based on previous experience, this will allow a realistic amount of time for building and testing to ensure the new site is ready before October 2020.

The project has a green status and currently is on time, on budget and within scope.

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